How to Log Out of the Web Portal:

1. To Log Out of the DHHS Claims Web Portal, place your mouse over the Log Out words at the top of the screen and click on *Log Out*:

2. You will now see a message stating that you have successfully logged out:

How to Reset Your Password:

If you have forgotten your password and cannot login to the Web Portal, you can reset your password by completing the following steps:

1. Go to the Login page for the Web Portal:
   https://ecmp.nebraska.gov/PublicPortal/DHHS/Claims

2. Next, click the *Reset Password* link.

3. On the Password Reset Login page, enter your username in the field:

4. Then click the *Search* button.

5. You will now be prompted to enter responses to the three security questions you created/answered when your account was established. You will need to enter answers to all three questions. *Please Note: Answers are not case sensitive. Your questions may differ from those pictured below.*

6. Next, click the **Submit** button:

7. On the Password Reset screen, enter your new password in the **New Password** field. Next, retype the password in the **Confirm New Password** field. If you would like information about requirements for your password, click the **Password Rules** link.
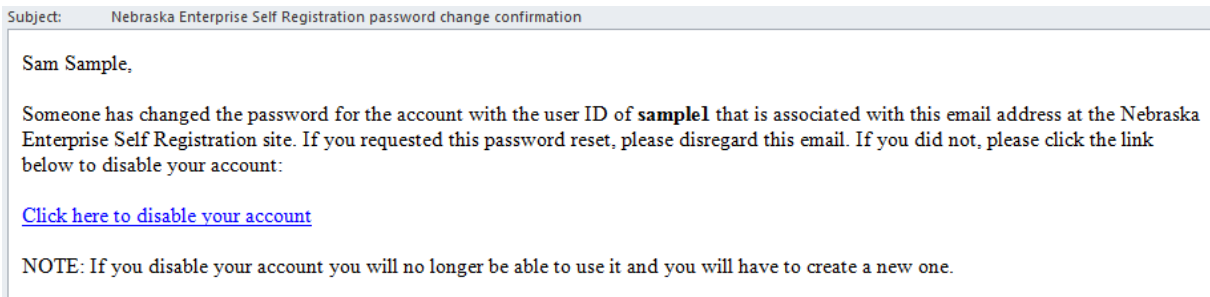

8. Next, click the **Submit** button.

9. You will now be redirected to the Web Portal Login page. As a safety measure, an email from donotreply@nebraska.gov will be sent to the email address associated with the account confirming the password change:

Subject: Nebraska Enterprise Self Registration password change confirmation

Sam Sample,

Someone has changed the password for the account with the user ID of **sample1** that is associated with this email address at the Nebraska Enterprise Self Registration site. If you requested this password reset, please disregard this email. If you did not, please click the link below to disable your account:

Click here to disable your account

NOTE: If you disable your account you will no longer be able to use it and you will have to create a new one.

How to Update Your User Account Information:

If you need to update your account information (ex: name, email, security questions, etc.), click on the **Update User Account Information** link. *Please Note: Your username cannot be changed.* To update your user account information, complete the following steps:

1. Go to the Login page for the Web Portal:
   https://ecmp.nebraska.gov/PublicPortal/DHHS/Claims

2. Next, Click the **Update User Account Information** link.

3. On the Account Management Login page, enter your current *Username* and *Password*.

4. Then click the *Login* button.

5. You will be presented with one of the three security questions chosen when the account was created. Next, type the answer in the *Your Answer* field. *Please Note: Answers are not case sensitive. Your question may differ from the one pictured below.*

6. Next, click the *Continue* button.

7. You will now be directed to the Account Management screen. On this page, you can change and update any necessary information. If you would like information regarding requirements for each filed, you can Click the *Field Requirements* link. *Please Note: Your Username cannot be changed once is has been established.*

8. When you are finished updating your information, click *Update Account*.

How to View Help/Support Materials:

If you need information regarding how to use the Web Portal or who to contact for technical issues, you can visit the **Help/Support Page**. This page contains contact information and videos/documentation that will assist you with using the Web Portal: